

**Section D: Supportive Services Plan
Instructions**

1. Submit the MHSA Supportive Services Information, Section D, Items D.1 through D.16, as listed on the Application Index & Checklist.
2. Enter required information into the yellow box marked "Response".
3. Items D1 through D9 must be circulated for local review for 30 days.

Item D.1 Development Summary Form (Attachment B)

Instructions: Complete and submit the Development Summary Form (**Attachment B**)

RENTAL HOUSING DEVELOPMENT SUMMARY FORM

County Mental Health Department:	Los Angeles County Department of Mental Health		
Name of Development:	Sylmar Court		
Site Address:	12415 San Fernando Road		
City:	Los Angeles (Sylmar)	State:	CA Zip: 91342
Development Sponsor:	Meta Housing		
Development Developer:	Meta Housing		
	New Construction	X	Acquisition/Rehabilitation of an existing structure
Type of Building:	X	Apartment Building	Single Family Home
		Condominium	Other
Total Development	MHSA Funds		
Total Number of Units:	101	Total Number of MHSA Units:	25
Total Cost of Development:	\$39,800,000	Amount of MHSA Funds Requested:	\$1,250,000
	Capital:	\$1,250,000	
	Capitalized Operating Subsidies:	\$0	
Other Rental Subsidy Sources (if applicable):	HACLA PBV		
Target Population (please check all that apply):			
	Child (w/family)	Transition-Age Youth	

	Older Adults		Adults X	
County Contact				
Name and Title:				
Reina Turner, Division Chief				
Agency or Department Address:				
695 S. Vermont Avenue, Suite 1020 Los Angeles, CA 90005				
Agency or Department Phone:				
(213) 251-6558				
Agency or Department Email:				
rturner@dmh.lacounty.gov				

Item D.2 Development Description

The Development Description should provide a narrative (approximately two pages) that includes:

1. Name and location of the proposed housing development;
2. Service goals of the development;
3. Characteristics of tenants to be served;
4. Type of housing to be provided (new construction or acquisition/rehab.);
5. How the building(s) in which housing and services will be provided will meet the housing and service needs of the MHSA tenants (location, building type, layout, features, etc.);
6. Name of primary service provider, property manager, and other development partners; and,
7. Summary of the anticipated sources of development financing. (Name sources only, do not include dollar amounts.)

Response:

1. Sylmar Court is located at 12415 San Fernando Road, Sylmar CA 91343.
2. Sylmar Court will use a low-barrier, Housing First approach coupled with ongoing education and supportive services that focus on the whole person. Service goals of the development are to provide safe, livable, affordable housing that is linked to client centered, voluntary, wraparound services to promote residential stability and self-sufficiency. Service goals of the development will have a housing stabilization and functional and health barrier reduction focus with at least 90% of tenants retain permanent housing (remain in unit or exit to other permanent housing) after 6 months and 85% after 1 year.
3. This project will target adults served through Los Angeles County Department of Mental Health (LACDMH) who may be high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical. The 25 MHSA eligible units will be dedicated to Adults whose annual income not to exceed 30% of the Area Median Income (AMI) as defined by HUD. The goal for the Sylmar Court is to provide safe and affordable housing that is linked to comprehensive services that supports each tenant's self-sufficiency and overall quality of life.
4. The project will be new construction consisting of 101 total units.
5. Sylmar Court is a 100% affordable housing development that is within walking distance of transit, schools, and amenities. This family-oriented, transit adjacent, development will consist of 101 units with a mix of large one-bedroom, two-bedroom, and three-bedroom units. Affordability will range from 30% AMI to a maximum of 60% AMI. The project also includes approximately 3,500 square feet of commercial space. Sylmar Court Apartments will be designed to complement the architecture of the neighborhood while providing a high quality and safe environment for its residents. The project will meet LEED Gold certification criteria. On-site amenities include a 3,000 square foot community center, outdoor BBQ, large Courtyard, on-site Laundry Room, children's tot lot, and on-site supportive service office and meeting spaces.
6. Meta Housing will serve as developer. Hillview Mental Health Center (Hillview) will serve as the Full Service Partner (FSP). LifeSTEPS will serve as the primary on-site resident service provider for all residents at the property. Solari Enterprises, Inc. (SOLARI) will serve as property manager.
7. The housing units will be developed with 4% Low-Income Housing Tax Credit (LIHTC) utilizing a combination of the MHSA housing program, residual receipts loans from the Housing and Community

Investment Department of the City of Los Angeles (HCID), a loan from the Affordable Housing and Sustainable Communities (AHSC) Program, and conventional construction and permanent loans. In addition, to subsidize the project operations, the project has secured 25 Section 8 project-based vouchers from the Housing Authority of the City of Los Angeles (HACLA).

Item D.3 Consistency with the Three-Year Program and Expenditure Plan

Describe how the proposed housing development is consistent with the sponsoring county mental health department's approved Three-Year Program and Expenditure Plan. Provide specific information regarding how the development meets the priorities and goals identified in the Three-Year Program and Expenditure Plan.

Response:

Sylmar Court will include 25 MHSA units to ensure homeless and chronically homeless adults are housed and receive a life-changing intervention that allows them to regain residential stability, manage and recover from long standing mental health conditions, and reintegrate into their surrounding community.

The project's goals and target population, individuals who are homeless and chronically with a serious mental illness, are consistent with the LACDMH's Mental Health Services Act (MHSA) Community Services and Supports (CSS) Plan as it pertains to targeting one of the focus groups identified in the CSS Plan; providing integrated healthcare including substance abuse, physical health, and mental health services; and establishing collaborative efforts with community partners. LACDMH recognizes and prioritizes the need to increase capital investments in housing developments to expand the number of affordable, permanent supportive housing units for LACDMH clients across the County of Los Angeles.

The project will provide permanent, supportive housing in Service Planning Area 2 that fosters independence and self-reliance, but still allows access to additional supportive services that are appropriate to the needs of both homeless and chronically homeless adults. The Project will make available 25 units to qualified homeless and chronically homeless through the MHSA Housing Program. These units will have very low rents, which will be at or below 30% of the area median income.

The services provided through the proposed supportive services plan will provide an enriched living experience for tenants to improve and maintain physical and mental health, gain increased independence, and live in a safe and secure housing environment. The activities of daily living such as securing food, seeking protection from the elements, engaging in social relationships, employment and even adherence to mental health treatment goals, are significantly more difficult to manage without stable housing. Permanent housing is the optimum environment for stability.

Item D.4 Description of Target Population to be Served

Describe the MHSA Rental Housing Program target population to be served in the development. Include a description of the following:

1. Age group, i.e., adults, adults, children, transition-aged youth;
2. The anticipated income level of the MHSA tenants; and,
3. A description of the anticipated special needs of the target population to be served, e.g., physical disabilities, chronic illness, substance abuse, prior housing status, etc.

Response:

1. The project will be dedicated to Adults.
2. At or below 30% AMI
3. This project will target adults served through Los Angeles County Department of Mental Health (LACDMH) who are high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical decline.

Item D.5 Tenant Eligibility Certification

The county mental health department is responsible for certifying the eligibility of individuals, applying for tenancy in an MHSA unit, for compliance with the target population criteria. Submit a narrative description of the following:

1. How an individual applies to the county to become certified as eligible for an MHSA unit;
2. How certification of eligibility will be documented, provided to the individual applicant, and maintained by the county; and,
3. How certification of eligibility will be provided to the property manager/development.

Response:

1. Prospective tenants will be directed to complete a MHSA Housing Certification Packet in conjunction with their mental health services provider – see attached. The mental health services provider will assist the prospective tenants with the MHSA Housing Certification application and forward the completed application packet to LACDMH.

Department of Mental Health
Housing Policy and Development
Attention: Housing Coordinator
695 South Vermont Avenue, 10th Floor
Los Angeles, California 90015
Fax: (213) 637-2336

2. LACDMH will notify the referring agency of the outcome of the Certification Application review and any reasons for denial within 5 business days. The referring agency will communicate the outcome of Certification Application review to the applicant. If the applicant is found to be ineligible, the applicant may request reconsideration if the conditions that resulted in the denial have changed or there are mitigating factors. LACDMH will log and track the referral information and the approval status in a database that is maintained by LACDMH.
3. Applicants meeting all eligibility requirements will be certified by LACDMH and the certification form will be sent to SOLARI along with the housing application. For record keeping purposes, the LACDMH shall keep a hard copy file of the MHSA referral and certification forms.

Item D.6 Tenant Selection Plan

Provide a tenant selection plan, specific to the proposed development, that describes the following:

1. How prospective tenants will be referred to and selected for MHSA units in the development;
2. The tenant application process;
3. The procedure for maintaining the wait list;
4. The process for screening and evaluating the eligibility of the prospective MHSA tenants, including the criteria that will be used to determine a prospective MHSA tenant's eligibility for occupancy in the development;
5. The appeals process for individuals who are denied tenancy in an MHSA unit; and,
6. The reasonable accommodations policies and protocols.

NOTE: The Department's approval of the MHSA Housing Program Application does not ensure that the Tenant Certification/Referral Process is compliant with local, state and federal fair housing laws. The Developer/Borrower is advised to seek legal counsel to ensure that the Tenant Certification/Referral Process complies with fair housing laws.

Response:

1. Prospective residents for MHSA units will be referred through LACDMH's network of directly operated and contract providers.
2. LACDMH's network of directly operated and contract providers shall complete and submit the MHSA Housing Certification Application packet to LACDMH.

LACDMH will refer certified applicants to the property manager, SOLARI, to begin the screening process for income verification eligibility.

3. Non-FSP applicants will be referred to LACDMH's network of directly operated and contract providers for determination of eligibility for the designated MHSA housing program units.

LACDMH will assess the individual for eligibility for housing developed under the MHSA housing program based on the eligibility criteria previously outlined in Section D5.

4. SOLARI will initially accept all applicants.

Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status.

A credit and criminal report will be run on all applicants.

Tenants will be given the opportunity to ask for reasonable accommodation.

SOLARI will inform the applicant in writing of rejection or approval.

SOLARI will notify applicants who are rejected, in writing, and the applicants will be informed of their option to appeal this decision.

LACDMH will be copied on all correspondence notifying a LACDMH referral that their application has been rejected.

With the approval of the applicant, the referring case manager will also be notified.

5. Applications will be stamped, dated as they are received, and then sorted for family size, income level and eligibility status. SOLARI on-site staff will maintain one waiting list for the entire Project. Applicants will be placed in the order of their application date and time, with a notation of priority determination. Those that are not selected as a resident will remain on the waiting list, and shall receive a letter informing them of their status with an estimate of when the next unit of the size and income designation they seek, based on previous turnover histories for similar housing projects, may be available. The resident manager is responsible for notifying the applicant at the top of the waiting list of an upcoming vacancy. If that applicant turns down the unit, management will proceed to the next person on the waiting list. If an applicant on the waiting list rejects two units offered to him/her, the applicant will be removed from the waiting list. After receiving the notification letter, applicants have ten days to respond to management regarding the available apartment. If there is no response, a second notice will be mailed and the applicant will have an additional five days to notify management of his/her decision.
6. In addition to the LACDMH MHSa Certification process, the screening process shall be conducted by SOLARI to verify program eligibility that applicants meet the disability and homelessness criteria. Applicants are required to provide third-party verification for their disability and homeless status. The applicant's case manager will verify the applicant's homeless status based on their personal knowledge of where the resident currently resides whether it be on the streets, emergency housing or a transitional housing program. If eligibility is based on a disability, the applicant's health provider must verify the disability status for his/her client.
7. If the prospective tenant did not meet the MHSa Housing Program criteria and was denied certification based on the review of their application by the LACDMH HP&D Unit, will be sent a rejection letter. Such applicants will be encouraged to schedule an informal meeting to discuss the rejection or may choose to respond in writing.

If the applicant could not meet one or more of the application selection criteria, the applicant may submit information regarding mitigating circumstances. Mitigating circumstances shall be verified. The verifier must corroborate the reason given by the applicant for past unsuitable behavior, and indicate that the prospect for lease compliance in the future is acceptable, because the reason for their unacceptable behavior is either no longer in effect or otherwise controlled.

The appeal must be received by SOLARI no later than fourteen (14) days after the rejection letter is received. Units may not be held during the appeals process. If the appeal is successful, the tenant will be offered the next available unit.

If the client and/or the family still feel that the denial or their application for tenancy has not been resolved they can contact the Patient's Rights Office, Los Angeles County Department of Mental Health. Their office hours and telephone number are posted in prominent locations at every program site. They may also do this at any time during the application process.

8. All units at Sylmar Court will comply with the disability requirements set forth in Section 504 of the U.S. Rehabilitation Act and HUD Code of Federal Regulations, Title 24, part 8, subpart C. As such, the project shall be designed and constructed to be readily accessible to and usable by individuals with disabilities and no qualified individual with disabilities shall be denied access to, use of, or participation in the facility because of the individual's disabilities.

Tenants will be given the opportunity to ask for reasonable accommodation. Reasonable accommodations will be provided to meet the needs of disabled applicants, including applicants with both physical and/or mental disabilities. All requests for reasonable accommodations will be addressed through the onsite property management office, and all forms for these requests may be obtained at this office. The on-site service coordinator, case managers and the network of mental health providers or any available support system will work with the prospective resident to assist in this process, if needed.

Item D.7 Supportive Services Plan

NOTE: A tenant's participation in supportive services may not be a condition of occupancy in MHPA units.

Describe the development's approach to providing supportive services to MHPA tenants. The following information should be provided:

1. A description of the anticipated needs of the MHPA tenants;
2. The supportive service provider's initial and ongoing process for assessing the supportive service needs of the MHPA tenants;
3. A description of each service to be made available to the MHPA tenants, to include where and how the service will be delivered, the frequency of the service delivery and identification of the service provider. A description of the available services and supports should include, but not be limited to:
 - a) Mental health services
 - b) Physical health services (including prevention programs)
 - c) Employment/vocational services
 - d) Educational opportunities and linkages
 - e) Substance abuse services
 - f) Budget and financial training
 - g) Assistance in obtaining and maintaining benefits/entitlements
 - h) Linkage to community-based services and resources
4. Indicate whether or not there will be an onsite service coordinator, and include the ratio of onsite staff to MHPA tenants. If there is no onsite service coordination, provide a description of service coordination for the development;
5. A description of how services will support wellness, recovery and resiliency. It is anticipated that the supportive services plan for the development will include services that are facilitated by peers and/or consumers. If this is not part of your service delivery approach, please provide an explanation;
6. A description of how the MHPA tenants will be engaged in supportive services and community life. Include strategies and specific methods for engaging tenants in supportive services and the frequency of contact between supportive services staff and MHPA tenants. This description should also include the identification of staff (the responsible service provider) and specific strategies for working with MHPA tenants to maintain housing stability and plans for handling crisis intervention;
7. If the Development is housing for homeless youth, provide a description of services to be provided to meet the unique needs of the population including engagement strategies and peer involvement. In addition, provide a description of how transition-aged youth MHPA tenants will be assisted in transitioning to other permanent housing once they reach 25 years of age;
8. Supportive services must be culturally and linguistically competent. Describe how services will meet this requirement including, when necessary, how services will be provided to MHPA tenants who do not speak English and how communication between the property manager and the non-English speaking MHPA tenants will be facilitated;

9. Describe the process to ensure effective communication between the service provider and the property manager regarding the status of MHSA tenants in the development and any other issues regarding the development, including but not limited to regularly scheduled meetings and the identification of a single point of contact for communication and coordination of supportive services; and,
10. If proposing to develop Shared Housing units within a Rental Housing Development, attach "House Rules".

Response:

1. This project will target adults served through Los Angeles County Department of Mental Health (LACDMH) and Health Services (DHS) who are high-utilizers of emergency and in-patient mental healthcare, have a co-occurring substance abuse disorder, are homeless, feel isolation, have reduced personal and/or community functioning due to cognitive or physical decline. The 25 MHSA eligible units will be dedicated to Adults whose annual income not to exceed 30% of the Area Median Income (AMI) as defined by HUD.
2. Any individual who is interested in being assessed for MHSA eligibility for a housing unit will be referred to LACDMH and/or LACDMH's network of directly operated and contract providers for assessment and certification. LACDMH shall review the applicant's eligibility based on the following MHSA Housing program criteria:
 - a. Individuals with a serious mental illness as defined in Welfare and Institutional Code Section 56600 3(b)(1).
 - b. Homeless as defined in the MHSA Housing Program Application.

Additionally, LACDMH and/or LACDMH's network of directly operated and contract providers for assessment and certification shall assess applicants for other eligibility factors consistent with the Community Services and Support (CSS) Plan and State Department of Mental Health (LACDMH) requirements, which must include at least one of the following:

- a. Impairment in daily living skills due to untreated or under-treated mental illness;
- b. Prior mental health services have proven insufficient to meet the needs of the individual, or the individual has declined traditional outpatient mental health services;
- c. The individual has serious functional impairment;
- d. The individual has a high use of the emergency room; emergency psychiatric unit and/or inpatient care within the past year.

When residents first move into the Sylmar Court, they will participate in a new tenant orientation with a Hillview case manager and LifeSTEPS resident services coordinator. At this orientation, tenants will learn about the services offered at the Sylmar Court and be oriented to community amenities such as the grocery store and public transportation lines. Tenants will be notified that all services are voluntary and will be given the opportunity to work with the FSP to address specific functional, health care and case management and social needs. This initial assessment will be central to the rapport building process, ensuring a smooth transition into housing and understanding the individualized needs of the new tenant.. The Hillview will work with the tenant and his/her family to develop an Individual Services Plan (ISP). The ISP is based on the needs assessment conducted at intake, and includes goals established by the tenant such as accessing health care, addressing substance abuse issues, and goals for personal growth. As part of the ISP, the Hillview case manager will provide tenants with access to on-site and off-site resources, including residential activities, life skills workshops, self-help and peer support groups, and a full range of supportive services. ISP's will be updated regularly, with client re-assessments and ISP updates occurring at least every six months. The Hillview case manager will provide the updated ISP to LifeSTEPS.

3. Services provided by LifeSTEPS will include: general resident service coordination with drop in hours three time per month; community building, social, and recreational activities, including outreach and engagement of residents; life skills and financial literacy classes; linkages to employment and educational services; and facilitate a healthy living environment for all residents. Hillview will provide linkages to health care, dental

care, substance abuse, and mental health services and self help groups/peer services. LIFESTEPS will also act as primary liaison between property management, owners, and residents. Hillview will provide mediation between MHSAs residents and property management in the event of complaints or behavioral problems, which may lead to eviction. On-site activities could include movie nights, game nights, reading groups/book clubs, spiritual groups, holiday celebrations, arts and crafts, field trips, cooking classes and nutrition counseling a monthly Resident Council meeting. LIFESTEPS staff will facilitate introductions between residents and the local neighborhood councils, neighborhood watches, police advisory boards, park advisory boards, community centers, recreation centers, and community-based organizations and encourage all residents to seek out community organizations and activities that interest them. LIFESTEPS will recruit and coordinate a variety of on-site activities through partnerships with area non-profit agencies, faith communities and public entities.

- a. LACDMH will provide extensive mental health services coupled with case management. Mental Health services (1:15 FTE ratio) will be in-kind and delivered on and off-site and wherever needed. Mental health service will include psychiatric assessment, medication support, individual and group therapy and field-based case management focused on mental health wellness, recovery and housing stability.
- b. Hillview will provide linkages to a Federally Qualified Health Center (FQHC). A variety of FQHC's exist in the area, including the North East Valley Health Corporation (NEVHC). The FQHC will provide primary health care services to all eligible residents. The FQHC will provide insurance outreach, education and enrollment assistance, screening and treatment for health conditions, immunizations, select labs and pharmaceuticals, health education and case management including referrals to other clinical, behavioral health or substance use treatment providers as appropriate. The FQHC will also provide access to their community clinics for additional services such as x-ray or medical nutritional therapy. Additional referrals and linkages to primary health providers will be made on an as needed and appropriate to the needs of the individual tenant.
- c. LifeSTEPS will conduct volunteer assessments of interested residents and will help connect interested tenants to appropriate volunteer opportunities and education programs.
- d. LifeSTEPS will work with residents to connect them with educational opportunities through local colleges and adult education programs.
- e. Using a Stages of Change and Harm Reduction approach, the FSP staff recognizes the range of options and interventions needed to help individuals achieve their substance abuse treatment and recovery goals. Substance Abuse treatment services delivered directly by case management staff will focus on Critical Time Interventions. Hillview case managers will work with tenants to reduce the harm to themselves and will offer as a choice, participation in a rehabilitation program with an intensive treatment environment to address relapse or detoxification. The purpose is to encourage tenants to improve their health and manage behaviors that would threaten their housing stability. Tenants choosing to participate in rehabilitation programs will have access to third-party, off-site providers with the following services: individual counseling and support using a motivational interviewing approach, individual and group meetings that address recovery planning and relapse prevention strategies, Dual Recovery Anonymous (DRA) based facilitated groups, outpatient and inpatient provider referral and treatment options. If these services do not meet the need of the tenants, additional substance abuse treatment services identified such will be brought in on-site or a warm handoff will be provided to link the tenant to the level of substance abuse treatment desired.
- f. LifeSTEPS will provide financial literacy classes to residents. In addition, LifeSTEPS will work with tenants, as part of regular meetings, who wish to develop personalized money management plans, budgets, and savings as part of the personalized independent living plan. Tenants who do not possess these skills will learn how to create realistic budgets and stick with them, as well as pay their bills on time.

- g. LifeSTEPS service coordinators will work with other partnering agencies to help residents access mainstream resources and government entitlement programs such as social security, SSI/Disability, Medi-Cal, Medicare, food assistance, veterans' services, mental health care, health care, substance abuse recovery, education and employment, low income utility assistance, local government programs, etc.
- h. LifeSTEPS will partner with local community organizations such as the local community center, faith groups, and individual volunteers to develop an extensive calendar of recreational and educational activities to foster a sense of community within the building and engage residents with the surrounding neighborhood. In addition to supportive services, residents will be encouraged to participate in tenant council meetings, a quarterly tenant newsletter, local volunteer and senior activities, local neighborhood council meetings, faith groups, holiday celebrations, movie nights, and book clubs. A monthly calendar will be posted in all public areas advertising on- and off-site activities to the building's residents

4.

PARTNER	SERVICE	STAFF RATIO	FUNDING SOURCE
Hillview	MHSA FSP	1:25	LACDMH MHSA FSP Contract
LifeSteps	Resident Service Coordination	1:60	LACDMH MHSA Case Management Contract Project Cash Flow

- 5. The services plan includes assessments, individualized resident service plans, peer-led activities, and cooperation with property management, all centered on the goals of self-determination, independence and stability in housing. The purpose and strategies related to these components are intended to provide wraparound services for MHSA households. Once tenants are in affordable housing, efforts will then be focused on addressing and managing the range of issues that led to homelessness. Tenants will be encouraged to create peer-led activities, programs and self-help groups. Peer-to-peer contact has been known to be helpful in engaging the participation of certain tenants in services. For those tenants with substance abuse histories or continue to struggle with addiction, substance abuse recovery services will be available on-site.. In the event relapses occur, Hillview will provide the necessary support and work with the tenant to ensure continuity of care. Solari, Hillview and LifeSTEPS will also develop policies and rent payment plans and representative payees to assist tenants who are away from the building temporarily due to hospitalization, incarceration or treatment in an off-site facility, consistent with MHSA Housing Program Guidelines.
- 6. Tenants will receive “welcome packets” that provide information on local amenities, public transportation information, on-site activities and other “tips”. A monthly calendar will be posted in public areas advertising on-site and off-site community activities and services. Tenants will be invited to participate in the Tenant Council, the Tenant Newsletter, volunteer activities, and all services available on and off site. Throughout their residency at Sylmar Court, regular attempts will be made to encourage tenants to participate in services by knocking on doors, engaging in casual conversation in the common spaces, and cross-marketing of opportunities at all on-site events and activities. Providing information and learning opportunities to prevent lease violations and evictions is critical to the service coordinator work. However, when lease violations and/or nonpayment of rent are identified, the case manager will immediately begin working with the resident, mental health case managers and the landlord/property manager to mediate the situation. These individuals will work together to identify specific issues or barriers that may be affecting the resident's ability to comply with lease regulations or pay rent, and then connect the resident to necessary services to help overcome the issue. Sylmar Court will utilize the Critical Time Intervention model (CTI) as the crisis intervention provided to residents, in addition to our comprehensive services package. This combination of intensive wrap-around supportive services, community building, and ongoing communication allows service staff to identify warning signs and resolve tenant issues before they become crises through mediation and service referrals.

7. Not Applicable
8. Sylmar Court will receive culturally and linguistically appropriate services that address their immediate and on-going needs. One of the primary actions that will be taken is to recruit staff members who can effectively relate to, and are representative of, the individuals who will reside at the Sylmar Court and its surrounding community. Given that the apartment complex is located in a densely populated and diverse neighborhood, it is anticipated that a significant portion of tenants will demonstrate similar demographic characteristics. The hiring of bilingual staff members who speak Spanish, Tagalog, or other languages spoken by residents will be a priority. When we encounter clients with other language needs, we use a telephone language line for assistance. In addition, Hillview has a network of agencies that provide assistance to our hearing-impaired clients. Hillview staff also will possess experience in working with homeless individuals, low-income seniors, those with mental illness and/or substance abuse problems, and/or other highly vulnerable populations, which will enable the staff to more effectively, identify tenants' needs and offer assistance.
9. At initial lease-up through the first 6 months of operations and stabilizations of the project, LifeSTEPS, Hillview and Solari will meet weekly. LIFESTEPS will conduct resident service coordination staff meetings every two weeks, quarterly meetings with partner service providers, and monthly meetings with property management staff. LifeSTEPS will serve principal point of contact for communication and coordination of affordable housing service and will communicate issues to Hillview and Solari within 24 hours of the incident.
10. Not Applicable

Item D.8 Supportive Services Chart (Attachment C)

Submit the Supportive Services Chart (**Attachment C**). The Chart must list all services that will be provided to MHSA tenants, including any in-kind services essential to the success of the Supportive Services Plan.

TO BE INSERTED

Item D.9 Design Considerations for Meeting the Needs of the MHSA Tenants

Describe the following:

- 1 Physical space, including common areas, outdoor areas, landscaping, physical access to the property, security;
- 2 Supportive services space (if any), including any quiet area on site for tenants to meet service staff;
- 3 How the MHSA units will be designed to provide appropriate accommodations for physically disabled MHSA tenants, if appropriate.

Response:

1. The building will be designed with a large courtyard, a large community room, a computer and/or multi-media room, outdoor barbeques and tables, kitchen, video surveillance system, security system, laundry room, mail room, heavy landscaping, 2 offices for the property managers and 2 additional offices for the case managers and staff providing supportive services to the tenants. Sylmar Court Apartments will be comprised of Type V new construction above a Type I parking structure. The front of the property will be gated with a single pedestrian entrance along with a video and intercom system. This entrance will be locked at all times, with access restricted to tenants with access keyfobs. The manager's unit will face the entrance, allowing the manager to conveniently observe the building's entrance/exit. The lobby and community room will be on the ground floor.
2. The supportive services space will include 2 offices dedicated for use by the case management and service coordination teams, and staff. In addition, a private conference room with dual ingress and egress points will be for private appointments.
3. All units at Sylmar Court Apartments will comply with the disability requirements set forth in Section 504 of the U.S. Rehabilitation Act and HUD Code of Federal Regulations, Title 24, part 8, subpart C. As such, the project shall be designed and constructed to be readily accessible to and usable by individuals with disabilities and no qualified individual with disabilities shall be denied access to, use of, or participation in the facility because of the individual's disabilities. The design of the MHSA units incorporated input from the service coordination, property management, architecture, and developer teams. Examples of design elements that were incorporated into the MHSA units include: the use of plank flooring in the living room area in place of carpet to facilitate easier use of wheelchairs or walkers, the placement of blocking in walls of the bathroom to facilitate placement of grab bars should a resident require such support.
- 4.

Item D.10 Summary and Analysis of Stakeholder Input

Submit documentation of the 30-day Local Review Process, including:

1. Dates of the 30-day public review and comment period;
2. A description of the methods used to circulate Items D.1 through D.9 for the purpose of public comment; and,
3. A summary and analysis of any comments received, and a description of any changes made as a result of public comment.

Response:

Deferred until submitted to State

Item D.11 DHCS Outcome Reporting Requirements (Attachment D)

This form must be completed by the County Mental Health Department, verifying the County's commitment to comply with outcome reporting requirements for the MHSA Rental Housing tenants.

**Item D.12 County Mental Health Sponsorship and Services Verification Form
(Attachment E)**

This form must be completed by the County Mental Health Department, verifying the County's commitment to provide supportive services to this development.

Item D.13 Primary Service Provider Experience Serving Target Population

The primary service provider must demonstrate that they have experience in successfully delivering services to tenants with serious mental illness. Describe general experience, and if applicable, identify and describe all developments in which the primary service provider has provided supportive services to tenants with serious mental illness. For each development, include the following:

1. Name of the development;
2. Number of units targeted to tenants with serious mental illness;
3. Services provided; and
4. Period of time during which the primary service provider delivered services to the developments' tenants.

NOTE: If the County Mental Health Department has not designated a primary service provider at the time of the initial application submittal, the County will be considered the primary service provider. An updated submission reflecting the final identification of a service provider along with the proposed provider's experience and qualifications must be submitted for approval not less than 120 days prior to initial rent-up.

Response:

Broadway Villas
16 DHS units
DHS Intensive Case Management and Resident Service Coordination
Placed-In Service to Present

Montecito Terraces
10 MHSA units
MHSA Resident Service Coordination
Placed-In Service to Present

Cedar Glen
15 MHSA units
MHSA Resident Service Coordination
Placed-In Service to Present

Ranch Dorado
15 MHSA units
MHSA Resident Service Coordination
Placed-In Service to Present

The Vineyards at Menifee
15 MHSA units
MHSA Resident Service Coordination
Placed-In Service to Present

Verbena Crossing
15 MHSA units
MHSA Resident Service Coordination
Placed-In Service to Present

Item D.14 County Fair Housing Certification (Attachment F)

This form must be completed by the County Mental Health Department, certifying the County's compliance with local, state, and federal fair housing laws.

Item D.15 Draft Memorandum of Understanding

If available at time of application, submit a draft of the Memorandum of Understanding (MOU) between the borrower, the primary service provider(s), the property management agent, and the County Mental Health Department. The MOU should document the following:

1. The roles and responsibilities of each partner;
2. Each partner's willingness to enter into a contract to carry out those roles and responsibilities (including provision of supportive services and property management services);
3. How all reporting requirements will be met;
4. How privacy and confidentiality requirements will be met; and,
5. Procedures for ongoing communication and decision-making between the property management agent and the primary service provider to assist MHSa tenants in maintaining housing stability.

NOTE: A fully executed MOU acceptable to CalHFA and DHCS must be submitted not less than 120 days prior to initial rent-up.

Item D.16 Supportive Services Budget Form and Budget Narrative (Attachment G)

Complete the Supportive Services Budget Form and Budget Narrative (**Attachment G**). The budget must depict both the expenses and sources of revenue for the costs associated with the delivery of supportive services to the development. Additionally provide a budget narrative that includes the staffing ratio for the Supportive Services Plan.

NOTE: Both of these items must be submitted for approval not less than 120 days prior to initial rent-up.